



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

INFORMATIONAL LETTER NO. 757

TO: Iowa Medicaid Providers (Excluding Individual CDAC)

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise

DATE: October 7, 2008.

SUBJECT: Claims for approved Exception to Policy requests
(Does Not Apply to Prescribed Drugs)

ELECTRONIC BILLERS ONLY

Providers who submit claims electronically may now take advantage of the electronic submission process to submit claims relative to an approved Exception to Policy (ETP). This new process will be effective with ETPs granted on or after November 1, 2008. **For ETPs granted on/after this date the ETP letter itself does not need to be sent to the IME when the claim is submitted electronically.**

Informational Letter 637 issued in August of 2007 specifies the manner for paper submissions and should continue to be followed for all providers who file on paper. The paper process must continue to be followed for all ETPs granted prior to November 1, 2008.

Providers can now **submit claims electronically** for services approved under an Exception to Policy. To do so, these directions must be followed:

1. When completing the claim form, enter the Exception to Policy number in the Attachment Control Number (ACN) field. The ETP number is located near the top of the ETP letter from DHS. When completing the ACN field the ETP number must be preceded with the letters "ETP." Example 08-E1234 would be entered as ETP08-E1234. Failure to enter this number exactly may result in the claim denial. The ACN field is loop 2300 segment PWK05-06.
 - a. If using software other than PC-ACE Pro32, please contact your software vendor to determine where to complete the ACN field.
 - b. If using PC-ACE Pro 32 the ACN box is located on the Institutional claim on the Extended General tab and for the Professional claim use the EXT Pat/Gen (2) tab. For both claim form types put the ETP number in the box marked 'Attachment Control Number'. Use the drop down boxes to complete both the Type and Trans boxes.

2. If the approved Exception to Policy letter states that additional attachments are required with the claim, these attachments must be faxed to 515-725-1318. Additional attachments will be itemized in the ETP letter; the ETP letter itself is not considered an additional attachment and does not need to be faxed to the IME. Attachments that cannot be faxed will require that the claim be submitted on paper according to Informational Letter 637 (see above).
3. The faxed documentation must include the Claim Attachment Control form as the first page of documentation after the fax cover sheet. The Attachment Control Number must be the letters “ETP” plus the Exception to Policy number and must match the ACN that was entered on the claim (see #1, above). Failure to do so will result in the claim denying for lack of required documentation. The Claim Attachment Control form # 470-3969 can be found on the IME website at www.ime.state.ia.us under Forms.

The IME appreciates your partnership as we work together to serve the needs of Iowa Medicaid members. If you have any questions, please contact IME Provider Services, telephone 1-800-338-7909, locally 515-725-1004 or by e-mail at: imeproviderservices@dhs.state.ia.us.